



Services Manager

Complex Needs & Community

September 2026

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org

www.hertfordshiremind.org

Services Manager – Complex Needs & Community

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at

<https://www.hertsmindnetwork.org/vacancies/services-manager-cnc/>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.

Being able to drive and having access to your own vehicle is essential for this role.

Please return applications to Danielle Levy, Chief Operating Officer at the above address or by email to recruitment@hertsmindnetwork.org

Closing date for receipt of applications is Tuesday 13th October at 5pm.

Interviews to be held week commencing October 19th.

Yours sincerely

Danielle Levy
Chief Operating Officer



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RESPONSIVE

Our Vision, Purpose and Values

Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

Our values

Hope

We believe in choice, freedom, change and a better future for every person experiencing mental ill health.



Together

We share learning, build relationships and connect with others to promote better mental health across our community.



Courage

We are determined, bold and unstoppable.



Responsive

We take time to listen, to learn, to share and to act.



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Job Description

Job title:	Services Manager – Complex Needs & Community (maternity cover 1 year, subject to extension)
Reference Number:	381
Salary scale:	£39,500-42,000
Contracted hours:	37.5 hours
Working base:	Closest to home
Reports to:	Chief Operating Officer
Checks needed:	Enhanced DBS and 2 satisfactory references

Background of Post

This role would manage and develop the Complex Needs and Community Teams at Hertfordshire Mind Network. This role will be responsible for leading a variety of services currently including the Flourish (asylum seekers and refugees) contract and the Bounce Back (hospital services) contracts. As the services grow and develop, other services/projects may sit under this post. The role requires travel across Hertfordshire to our Wellbeing centres, community partnerships and external organisations and is responsible for a team of staff and volunteers who work within Complex Needs and Community teams across the county.

Purpose of Post

As a Services Manager you will be an integral part of the Senior Management Team (SMT) and work in partnership with Complex Needs Team Leaders and the other Service Managers across the Charity. Reporting into the Chief Operating Officer (COO) you will be directly responsible for the efficient and effective delivery of two or more of our Services and a key member of the Herts Mind Network Safeguarding team.

Accountability

You will be line managed by the COO for Hertfordshire Mind Network but will manage your own workload, prioritise tasks and work on your own initiative.

Responsibilities of the post

- Support the COO with effective running of the complex needs and community services.
- Attend contractual and strategic meetings as required
- Build strong relationships and liaise with commissioners and partner organisations.

- Support the development of services by promoting and being responsive to changing needs.
- Manage the Flourish contract
- Manage the Bounce Back services which includes A&E link workers, Daylight service, Bounce Back Emergency Department services and Bounce Back inpatient services
- Lead and line manage staff (Senior Leads and Team Leads) and volunteers in line with our values.
- Oversee the recruitment and management of client facing staff.
- Ensure the embedded influence & participation of lived experience and service users and to actively seek the views and feedback from clients in order to shape and improve delivery.
- Oversee and ensure project plans are developed and implemented for services
- Apply for funding bids where required and support the COO in writing bids for new projects
- Working closely with all key delivery partners across the system to ensure the service is responsive, inclusive and easy to access.
- Embed HMN Safeguarding policies and be a strong safeguarding level 3 champion and manage/support referrals
- Ensure all policies and procedures are current, understood by staff and that they are working within these policies and procedures.
- Support the team where necessary on initial assessments or leading groups
- Monitor outcomes and evaluate the service, ensure all KPIs are met
- To maintain and enhance service delivery standards and effectiveness
- Process referrals and manage and prioritise all administration tasks associated with the service.
- Ensure effective payroll and expenses submission
- To respond to and escalate complaints about services as per the complaints policy
- Hold responsibility for all quarterly reporting and any other reporting required
- Attend SMT meetings as required and support the work of the wider SMT team
- To be part of the Senior Management on call rota (out of hours with additional remuneration)
- Support the management of other contracts when required by the COO

To assist in the development of the service by:

- Contribute to the service development by working alongside the Senior Leadership Team to evaluate service delivery and produce progress and monitoring reports.
- Representing HMN at external meetings, and network locally to develop contacts, services and raise the profile of the service.
- Encouraging a culture of continuous performance improvement at both an individual and service level.
- Building a service that is flexible and adaptable to changing requirements.
- Participating in training and development opportunities as agreed with senior management.

- Work in partnership with the marketing team to ensure consistency of branding and advertisement of training opportunities both internal & external
- Undertake good quality supervision and ensure a culture of inclusiveness.

General

- To ensure compliance with legal, ethnical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- Ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- All information must be maintained within the Data Protection Act.
- To work flexibly and take on new projects where necessary in an expanding team.
- To be an active and effective team member.
- To occasionally work some hours outside of normal office hours (including evenings and weekends).
- At all times to carry out every aspect of your duties with due regard to HMN policies and procedures including the Equalities Statement.
- To ensure HMN values are embedded in the service.
- To be a role model for our charity staff following our code of conduct and maintain professional communication and all times.
- To keep clear records and plans of all contacts with clients, professionals and meetings with external agencies.
- Maintain full accountability for the services and staff through supervision.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Trustees.

Person Specification on next page.



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Person Specification – Services Manager – Complex Needs and Community		Essential / Desirable
Experience		
Experience of line management.		E
Educated to degree level or demonstrate equivalent professional or management qualification		D
Experience of project / service management		E
Demonstrates knowledge of producing KPI reports		E
A good understanding of mental health conditions		E
Experience of working with people with mental health conditions		E
Expert by lived experience		D
Evidence of working to deadlines, and achieving outcomes against targets		E
Creative and flexible approach to working with individuals		E
Skills and abilities		
Excellent communication skills and ability to develop effective working relationships at all levels		E
Ability to work on own initiative whilst retaining teamwork responsibility		E
Ability to work within the principles of equal opportunities and diversity		E
Maintain personal and professional boundaries		E
To maintain confidentiality and adhere to data protection requirements		E
An understanding of partnership working and the ability to work as part of a multi-disciplinary/agency team		E
Ability to deal with stressful and difficult situations in a calm manner		E
Ability to work flexibly, independently and autonomously and prioritise and manage own workload including meeting targets and deadlines		E
Knowledge/Qualifications		
A professional qualification or equivalent degree related to mental health, health or social care		D
Knowledge and understanding of the health & social care landscape		E
Evidence of continual professional development		D


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Practical	
Good IT skills including Word, Outlook, Excel and PowerPoint, with proven ability to input and extract information	E
Car driver with sole ownership of a vehicle, business insurance, a clean driving license and willingness to travel to locations countywide	E
Personal circumstances	
Show flexibility in working location	E
Ability to work some unsocial hours on occasion for example attending evening and weekend meetings and take part in the on call rota	E

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